



EMS Currents

"To provide professional and compassionate protection, education and service to our community"

EMS Changes

November Articles:

- EMS Changes
- County Medical Director
- CQI Corner
- Quality Assurance Audits

Sacramento Metropolitan Fire
EMS Division
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Duane Arend, B/C
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Scott Clough, Captain
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One thing you count on is change.

This past summer Dr. Steve Tharratt resigned from his position as the Medical Director for Sacramento County Emergency Medical Services and as the Sacramento Fire Service Medical Director. After holding these positions for over a dozen years, Steve accepted the position as the Director of the California Emergency Services Authority.

With the resignation of Steve, the Sacramento County Emergency Medical Services Agency offered the position of County Medical Director to Dr. Hernando Garzon. Hernando accepted the position as the County Medical Director which will not include the responsibility as the Sacramento Fire Service Medical Director.

As for the Fire Service Medical Director, the Sacramento Fire Chiefs' have interviewed five physicians for the position of the Fire Service Medical Director and a contract should be signed sometime in November.

Back in the EMS Division, the three

Metro Safety/EMS positions have been eliminated. Jeff Routsong and Scott Clough will be assigned to the EMS Division and Randy Hein will be back on shift at Station 28.

Jeff and Scott will join Captain Wolfley who started in the EMS Division in late September. Ron is currently your point of contact for information concerning Ride-Along requests, Preceptors, and Quality Assurance Audits... and he can be reached in the EMS Division Monday through Thursday.

The Sacramento County Medical and Operational Oversight Committee has a meeting every other month where the representatives from the Fire Service and Hospitals discuss system issues and review policies. This month (11/17) the committee will be reviewing Behavioral Emergencies - 8052, Cerebral Vascular Accidents - 8060, Decreased Sensorium - 8061, and Respiratory Distress: General - 8020. If you have any comments please forward them to the EMS Division.

New County Medical Director

Hernando Garzon, MD, FACEP, signed a contract this past month officially becoming the medical director of the Sacramento County EMS Agency. Hernando graduated from the New York University School of Medicine in 1988 and completed his residency in emergency medicine in 1992. Hernando is board certified in emergency medicine and has worked full-time as an emergency physician for over 16 years and three years as a medical advisor for Metro Fire. Even though Hernando no longer works for Metro Fire, you will occasionally deliver patients to him at Kaiser Hospital North in the emergency department.

Hernando brings a strong background in disaster medicine to the Agency, having served with several disaster relief organizations, including: State and Federal Urban Search and Rescue Teams; Doctors Without Borders; and Relief International. Hernando's extensive disaster medical leadership experience includes: Oklahoma City Bombing; World Trade Center Collapse; Hurricanes George, Isabel, Charley, Ivan and Katrina; Sri Lanka Tsunami; Pakistan and Peru Earthquakes; and the Atlanta and Salt Lake City Olympics.



*“The race for quality
has no finish line”*

CQI Corner

Old things...

- In the past, some paramedics treated patients with chest pain with aspirin and 3 nitro's and then stopped treatment. Remember per protocol, **you treat chest pain until the patient is pain free; B/P drops <90; arrive at the hospital or receive a base order to stop treatment.** You continue treatment with M.S. and nitro.
- For documentation, please remember the following: you must document **more than one set of vital signs** on any pt. transport and more than that if the pt.'s condition warrants it or for long transports; you may only use the approved abbreviations contained on the County's program document #2400.05
- **Make sure you complete the non-transport form (PNTF) before sending it in** as several incomplete forms are received every month. If you have any questions about the CQI process, please contact one of your CQI shift representatives or myself. Currently the Peer Review forwards all incomplete PNTF to the EMS Division.
- If an advanced airway is utilized, the standard care in the district is **to apply an end tidal CO2 between the tube and BVM and utilize the wave form on the LP-12 screen.** This is not an ALS procedure so EMT's should remind the paramedics if this is not accomplished.

Next Month's Issue

- Needles System Update
- Saline Locks
- New Fire Service Medical Director
- Patient Satisfaction Audit

CPR Skills Make-Up Classes

November 20th, 21st, and the 24th there will be make up CPR Classes in the computer room at Station 21. You need to print out and bring your CPR On-line completion record in order to receive your CPR card.

Write a PCR Once or Twice

Due to the NCR paper used with our PCRs, when you document the billing information on the back of the PCR it will bleed through to the front page unless you lift up the back page before you document.

Don't worry though, if you forget to lift up the back when you document the billing information, we will send the PCR back and let you try again.

Quality Assurance Audits

The EMS Division is currently auditing three areas of EMS services we provide to our community. These audits allow the District to monitor how well we are meeting the needs of the patients and the medical community we serve.

“Patient Satisfaction Survey”

“Patient Non-Transport Forms Audit”

“Patient Care Reports Left at the Hospital Audit”

In upcoming issues of the newsletter we will give you more details on these audits and how they affect you. In the **“STAFF HURRAHS”** section you can read a portion of one of the “Patient Satisfaction Surveys” Metro received this month.

STAFF HURRAHS!

Inside every ambulance bill that is sent to patients transported by Metro Fire is a survey. This survey includes six questions that rate our service as Excellent, Above Average, Average, Below Average, or Needs Improvement. Last year 99% of all survey comments about Metro Fire service indicated that there was no need for improvement and 90% of the comments indicated that the service delivered was excellent or above average.

One recent survey comment the EMS Division received comes from a patient who wants us to “Thank” the crews from M32 and E68 A-Shift. Here is an excerpt from this patient's comments: *“I hit the lowest moment in my life and I thought I would be better off in Heaven. I don't remember a thing. I woke-up a day later in ICU. I know you saved my life that day. With all my heart, Thank You. I will not do that again. Gotten a ton of love, help and support. Tell whoever was here Thank You for giving me second chance at life. I don't know who you are, but you are in my thoughts and prayers daily.”* The crews consisted of Capt. Peter Fahy, Eng/P Koren Martinelli, FF/P Eric Berg, FF/P Bryan Walsh and FF/P Kevin Henson.

Please send any “atta persons” calls to the EMS Division via e-mail to **(SMFD) EMS Staff** so that we can include them in future newsletters or forward them to the board of directors.